Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Job title: Identity and Access Management Analyst

Department/Division: Data & Technology Services   **Accountable to:** Head of IAM

Competency	Criteria	E/D
Communication	Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.	E
	Experience of taking a proactive approach to liaising with colleagues across an organisation.	E
	Experience of delivering clear and consistent communication with team and colleagues.	E
	Confidently handle challenging conversations or situations and can support others in the process.	E
	Listen to, understand, respect and accept the value of different views, ideas and ways of working.	E
	Excellent communication skills with a good command of the English language both orally and in writing.	E
	Excellent face to face and telephone manner and able to support and empathise with users of the service in time-sensitive situations.	E
	Evidence of ensuring staff members are treated with respect and experience of handling difficult feedback when behaviours are inappropriate.	E
	Able to deliver technical training to support staff to ensure efficient support processes.	E

Teamwork and Motivation	Understands purpose of role and how that contributes to the work of the team.	E
	Role model enthusiasm and energy about their work and encourage others to do the same.	E
	Calm under pressure when dealing with urgent issues or high profile users and situations.	E
	Actively engages in self-learning activities both self-initiated and identified in a review.	E
	Experienced in understanding and supporting clear directions and messages for team members.	E
Planning and Organising	Able to plan own work and deliver effective, agreed outcomes as per scheduled.	E
	Good understanding of service management processes such as incident management and problem management, including major incidents.	E
	Able to identify and design service improvements to the service.	E
	Demonstrates a proactive attitude towards support.	E
	Able to prioritise competing tasks in an efficient and practical manner.	E
	Able to complete and update tasks related to operational or project plans.	E
	Able to contribute to project start-up activities to define project scope as a technical lead.	E
Initiative and Problem Solving	Experience of resolving incidents that are escalated from other colleagues that are technical in nature, or involve a challenging situation.	E
Knowledge and Experience	Educated to Degree-Level (or equivalent) in a technical subject or significant relevant work experience.	E
	Substantial experience of managing enterprise Identity and Access Management (IAM) systems, especially SailPoint and CyberArk.	E
	Experience with enhancing IAM systems through advanced custom configurations via Beanshell, Java, JSON, XML, YAML and other relevant languages.	E
	Excellent knowledge of Microsoft Windows Server and/or Linux systems administration, including systems security, scripting and systems monitoring.	E
	Experience with VMWare vSphere/ESXi and/or Microsoft Hyper-V and/or Azure/AWS public cloud IaaS for hosting Linux and Windows virtual servers.	E

	Experience with monitoring, reporting and fault alerting systems for servers and server based services.	E
	Experience of producing appropriate scripts and programming to support the operation of identity and account provisioning processes and systems integrations.	E
	Experience with SQL queries for complex handling of data especially in relation to managing user identities and provisioning of appropriate user accounts.	E
	Experience of systems administration in an Active Directory environment and/or familiarity with a variety of authentication platforms (AzureAD, Shibboleth, Radius, LDAP, Eduroam).	E
	Experience of performing a range of work, sometimes complex and non-routine, in a variety of environments and apply methodical approach to issue definition and resolution.	E
	Knowledge of IT virtualisation in different forms such as hardware, presentation, application and storage.	D
	Knowledge of ITIL or other best-practice service management and control.	D
	Knowledge of PRINCE2 or other formal project management methodology.	D
	Previous experience working in a Higher Education environment.	D
Liaison and Networking	Experience of sharing knowledge and experience with others openly and effectively.	E
	Experience of facilitating feedback sessions from groups of customers to understand concerns and issues.	E
	Able to develop networks of people across professional services and academic departments to take a collegiate approach to supporting business objectives.	E

E – Essential: requirements without which the job could not be done.
D – Desirable: requirements that would enable the candidate to perform the job well.